

## FAQ's - Unemployed - Voice Response System

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Answers:

1. How often do I need to call the VRS?
  - The claim week begins at 12:01 AM on Sunday and ends at midnight on Saturday. It is strongly recommended that you call soon after the claim week ends to file your claim for that week. If you have questions concerning your claim, you may call during any hours [Back to top](#) that the system is available.
2. If the number is busy, what should I do?
  - The busiest times for the VRS are Sunday and Monday as most claimants call to file their weekly claims on those days. You may continue calling until you reach the VRS or you [Back to top](#) may wait until Tuesday or another day during the week when the VRS is less busy.
3. Should I continue to call the VRS to file my weekly claims if I have a fact-finding interview or appeals hearing?
  - Yes. If benefits are awarded following the interview or hearing, all weeks claimed will be paid if weekly eligibility requirements have been met. If you do not claim weekly benefits pending the outcome of the interview or hearing, you may lose entitlement to the [Back to top](#) claimed weeks.
4. What does it mean when the VRS says that I do not have an available week?
  - It means that you do not have a week for which you can claim benefits. You will need to [Back to top](#) contact your VEC Workforce Center to resolve the problem or reopen your claim.
5. What does it mean when the Voice Response Systems says I have an issue on my claim?
  - Benefits cannot be paid if there is a claim issue. The issue may be because of your reason for separation from an employer, or because there is a question concerning your weekly eligibility. You should call your VEC Workforce Center to obtain more detail and [Back to top](#) provide information that relates the issue.

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6. What is the VRS telephone number?

[Back to Top](#) 1-800-897-5630

7. What is the Voice Response System (VRS)?

- The VRS is an automated system that asks questions and allows you to enter the responses to the questions. The VRS is used to file your weekly claims. You may also obtain specific information about your claim account, the details about an appeal to

[Back to Top](#) which you are a party, and the location of VEC Workforce Center.

8. When is the VRS available?

- Sunday 9 AM – 12 Midnight Monday 4:30 AM – 7:30 PM Tuesday 7:30 AM – 7:30 PM  
Wednesday 7:30 AM – 5:30 PM Thursday 7:30 AM – 7:30 PM Friday 7:30 AM – 5:30 PM

[Back to Top](#) Saturday 9:30 AM – 4:30 PM Holidays 9:30 AM – 4:30 PM

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